DataDirect™
N E T W O R K S

SFA12K®

UPS Battery Lifespan

Technical Support Bulletin

Revision A4

9 February 2015

1.0 Change to UPS Battery Life

1.1 UPS Battery Life Extended

DDN has revised the estimated useful life of the battery pack in the battery backup unit (BBU) for the SFA12K storage controller to three years.

1.2 Affected Systems

All SFA12K, SFA12KE, SFA12KX, and SFA12KE platforms — whether configured with Eaton Evolution 1550 or Eaton 5P 1550GR BBUs — are affected by this change. S2A6620, SFA7700, SFA10K®, and SFA10KE platforms are not affected.

2.0 Customer Action Advisory

2.1 SFA OS Version and Requirements for Action

The need for customer action depends on the version of SFA OS currently installed.

- ***If SFA OS 1.5.3.4 is installed***, the battery manufacturing date must be changed. This change is required even if you plan to upgrade immediately to SFA OS 2.2.0 or higher.

No customer action is required for other versions of SFA OS. However, the expected behavior of the storage array will differ across releases.

- ***If the system is a new install running SFA OS 2.3.0 or higher***, no action is required, since the correct manufacturing date and lifespan were set at the factory.

- ***If the system has been upgraded in the field to SFA OS 2.3.0.1***, no action is required because this release automatically adjusts battery lifespan to the new value.

- ***If the system is running SFA OS 2.0.x to 2.2.x***, no action is required. BBU battery life will be adjusted automatically whenever you upgrade to SFA OS 2.3.0.1.

- ***If the system is running an SFA OS version prior to 1.5.3.4***, no action is required. The new battery lifespan is estimated manually, just as the old lifespan was.

To determine the version of SFA OS installed on your machine, SSH into the controller as user and issue the CLI command:

```
show controller
```

The SFA OS version appears in the **Version** column of the output. For example:

```
*************************
* Controller(S) *
*************************
                          | Up Time   |  |Encl|             |       Firmware Version  |
Idx|Name|Mastership|Locality| D: H: M: S|RP| ID |Idx | ULA | Release          |Version|
-------------------------------------------------------------------------------------
 0  B    PRIMARY    LOCAL    35:02:22:23 1 0015b2a193980000 0 00000001ff079398 1.5.4.1
 1  A    SECONDARY  REMOTE   05:05:56:00 1 0015b2a2477c0000 2 00000001ff079398 1.5.4.1
```

2.2 Changing the Battery Manufacturing Date

For SFA OS 1.5.3.4, you will need to find the true manufacturing date and verify that the system value matches that date. If it does not, the **Battery Mfg Date** must be changed.

Step 1. Estimate the actual "manufacturing" date for the current BBU battery pack. Any of the following methods can be used:

- Take the date from the system installation documents.
- Take the date from RMA documents, if any, for the most recent battery replacement.
- Estimate the battery installation date from calendar entries or memory.

Step 2. Determine whether the **Battery Mfg Date** recorded by SFA OS matches the estimated actual manufacturing date. To do this, issue the following CLI command:

```
show ups all
```

Sample output from this command is shown below.

```
******************
*     UPS(s)      *
******************

Sub Index:             1
Sub OID:               0x80000001
Enclosure Index:       0
Enclosure OID:         0x50000000
Position:              1
Fault Status:          OK
SES Status:            OK
Charge Level:          100%
Hold-Up Time Remaining: 12 minutes
Enabled:               TRUE
AC Failed:             FALSE
Present:               TRUE
Interface Failed:      FALSE
UPS Failed:            FALSE
Battery Health:        OK
Fault Indicator:       OFF
Predicted Failure Ind: OFF
Locate Indicator:      OFF
Nominal Input Voltage: 240 Volts
Current Input Voltage: 241 Volts
Battery Mfg. Date:     Sun Feb  1 2015
Battery Life Remaining: 1093 days
Part number:           Evolution 1550
Serial number:         AV8P290B1
Firmware version:      9901DC
```

Step 3. If the displayed **Battery Mfg Life** is incorrect, you must update it to the actual manufacturing date.

To do this, refer to the the **Enclosure Index** and **Sub Index** values in the command output and run the CLI command:

```
set ups <enclosure index> <ups index> battery_manufacture_date=<yyyy>:<mm>:<dd>
```

For example:

```
set ups 0 1 battery_manufacture_date=2014:04:13
```

3.0   Contacting DDN Technical Support

Feel free to contact DDN Technical Support with questions or requests for assistance. Support can be reached at any time by phone, by email, or on the web.

Telephone
DDN Support Worldwide Directory   http://www.ddn.com/support/contact-support

Email
Support Email   support@ddn.com

Web
Support Portal   https://portal.ddnsupport.com
Portal Assistance   webportal.support@ddn.com

Bulletins
Support Bulletins   http://www.ddn.com/support/technical-support-bulletins
Bulletin Subscription Requests   support-tsb@ddn.com